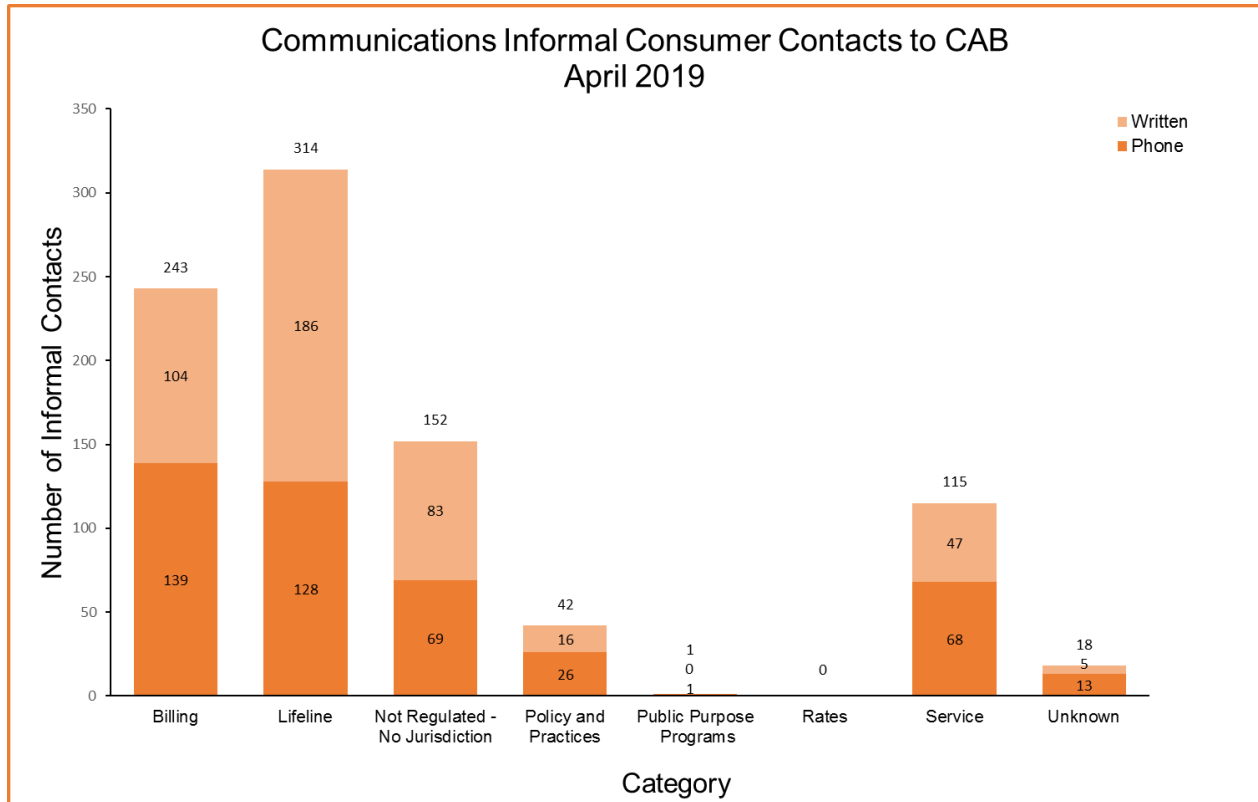


California Public Utilities Commission
Consumer Affairs Branch

Communications Industry Informal Consumer Contacts April 2019



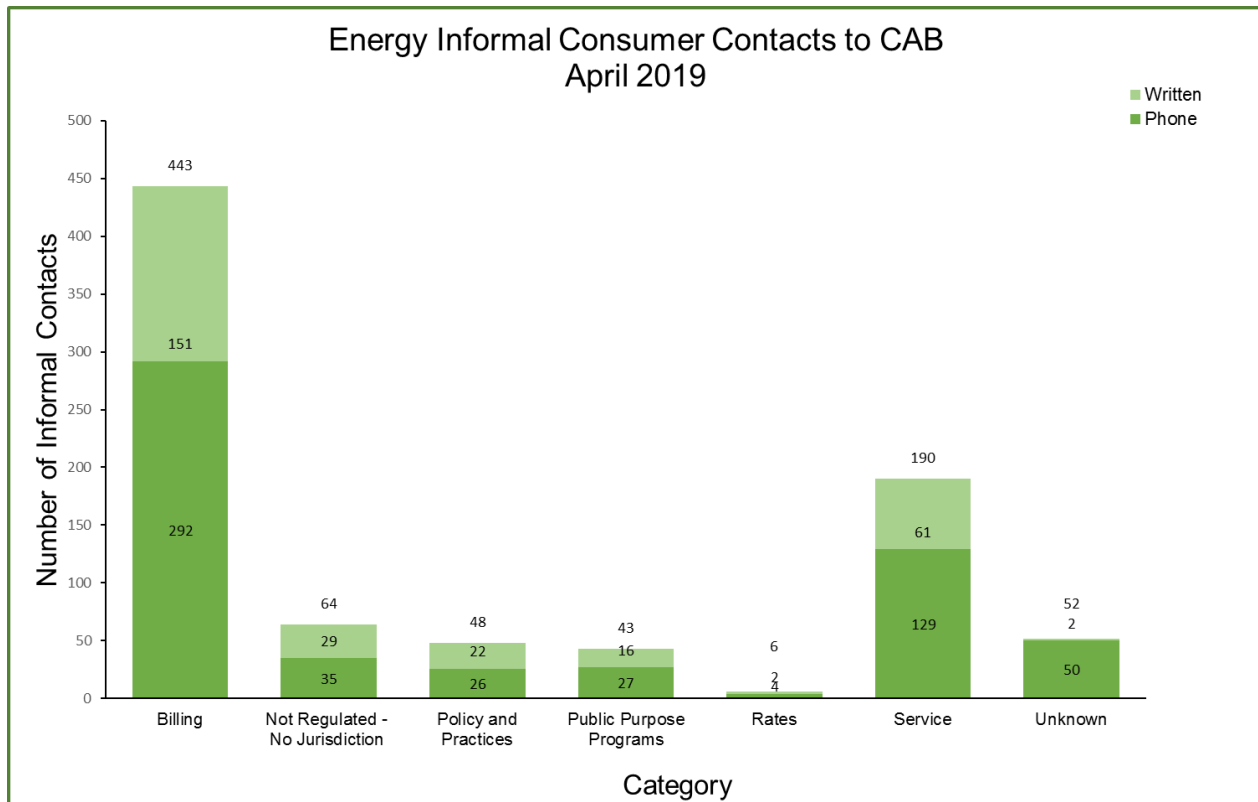
Communications Informal Consumer Contacts to CAB April 2019

Category ¹	Phone	Written	Total	% of Total
Billing	139	104	243	27%
Lifeline	128	186	314	35%
Not Regulated - No Jurisdiction	69	83	152	17%
Policy and Practices	26	16	42	4.7%
Public Purpose Programs	1	0	1	0.1%
Rates	0	0	0	0.0%
Service	68	47	115	13%
Unknown	13	5	18	2.0%
Grand Total	444	441	885	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

California Public Utilities Commission
Consumer Affairs Branch
Energy Industry
Informal Consumer Contacts
April 2019



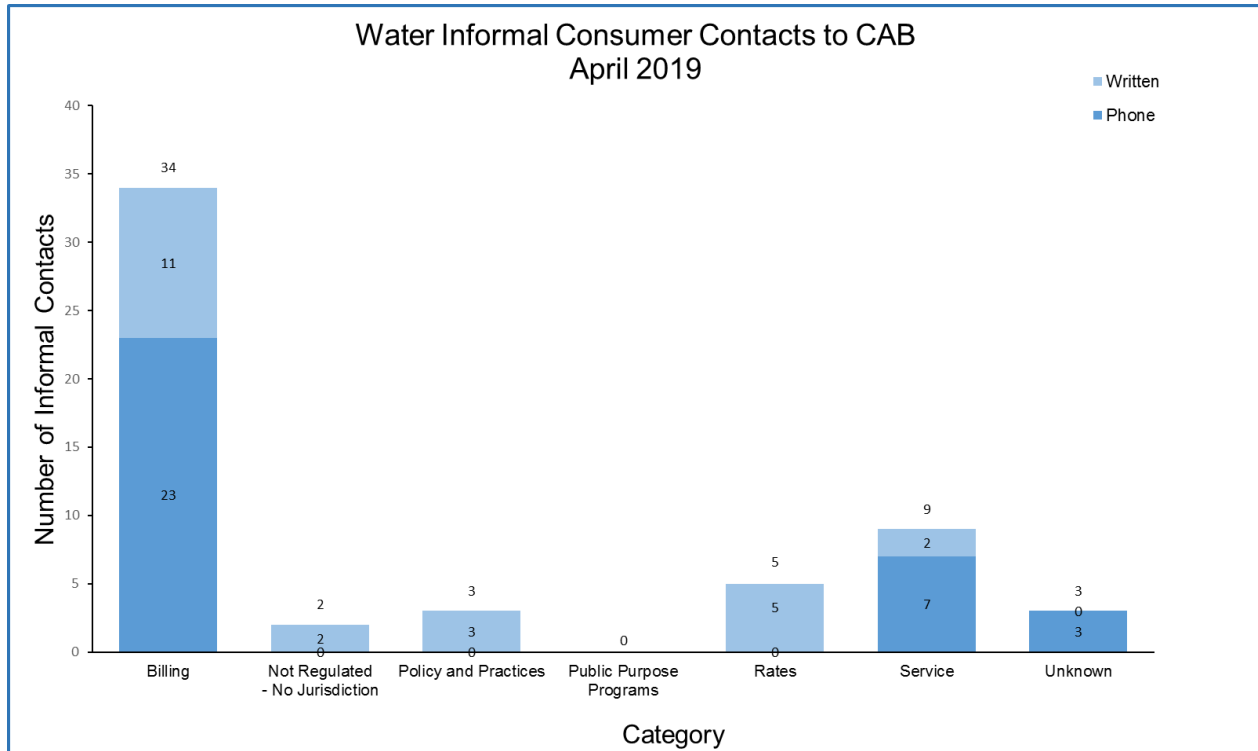
Energy Informal Consumer Contacts to CAB April 2019

Category ¹	Phone	Written	Total	% of Total
Billing	292	151	443	52%
Not Regulated - No Jurisdiction	35	29	64	8%
Policy and Practices	26	22	48	6%
Public Purpose Programs	27	16	43	5%
Rates	4	2	6	1%
Service	129	61	190	22%
Unknown	50	2	52	6%
Grand Total	563	283	846	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

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California Public Utilities Commission
Consumer Affairs Branch
Water Industry
Informal Consumer Contacts
April 2019



Water Informal Consumer Contacts to CAB April 2019

Category ¹	Phone	Written	Total	% Total
Billing	23	11	34	61%
Not Regulated - No Jurisdiction	0	2	2	4%
Policy and Practices	0	3	3	5%
Public Purpose Programs	0	0	0	0%
Rates	0	5	5	9%
Service	7	2	9	16%
Unknown	3	0	3	5%
Grand Total	33	23	56	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).